



J/E BEARING & MACHINE LTD AODA MULTI-YEAR ACCESSIBILITY PLAN

Time-frame:

2026-2031

Overview:

This multi-year accessibility plan describes the steps we are taking, and plan to take, to identify, remove, and prevent barriers that persons with disabilities may encounter when interacting with our organization as employees, customers, job applicants, or members of the public.

This plan has been prepared in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario Regulation 191/11, the Integrated Accessibility Standards Regulation (IASR).

This plan covers the period from 2026 to 2031. It will be formally reviewed and updated at least once every five years, as required by the IASR, or sooner if required by legislative changes or significant organizational developments. An annual internal progress review will also be conducted against the initiatives set out in this plan.

Commitment:

The Company is committed to respecting and promoting the dignity and independence of persons with disabilities by ensuring excellence in serving all customers, employees, job applicants, and members of the public, including persons with disabilities.

Building on this commitment, this Multi-Year Accessibility Plan outlines the ongoing initiatives and future actions the Company will take to maintain and improve accessibility over the coming years.

A copy of the Company's AODA Policy is within this document on our company website and available to all employees and members of the public upon request.

1. Ongoing Initiatives

Customer Service

We are committed to providing goods, services, and facilities to persons with disabilities in a manner that is accessible, dignified, and consistent with the principles of independence and integration.

- We will continue to provide accessible customer service that respects the dignity, independence, and equal opportunity of all visitors.
- We will welcome service animals, support persons, and assistive devices in all areas open to the public.
- We will regularly review our customer service approach to ensure it remains accessible and responsive to the needs of visitors with disabilities.
- We will provide training to employees who interact with the public, ensuring they understand how to serve visitors with disabilities. Training will be delivered to new employees and whenever our accessibility practices are updated.

Information & Communication

- We will communicate with visitors in ways that consider their disability and preferred method of communication.
- We will provide accessible formats and communication supports upon request, consulting with the individual to determine the most appropriate and feasible option.



- We will ensure employees understand how to support visitors who require accessible communication.
- We will maintain accessibility standards for our website and digital content, including WCAG 2.0 Level AA compliance where practicable.

Employment

- We will inform applicants that accommodations are available upon request and encourage them to identify any accessibility needs during recruitment, assessment, or selection. We will consult with applicants to provide appropriate accommodations based on their individual needs.
- We will work with employees to provide ongoing support and accommodations throughout their employment, including following any return from disability leave or when accommodation needs arise.
- We will ensure employees involved in recruitment and accommodation processes understand their responsibilities under AODA.

Training

- We will provide AODA and accessibility training to employees who interact with the public or participate in developing policies and practices.
- We will ensure new employees receive training during onboarding and when their responsibilities change.
- We will provide refresher or updated training when accessibility requirements or internal practices are revised.
- We will maintain records of training completion to ensure ongoing compliance.

Feedback

- We will maintain accessible feedback channels, including mail, telephone, and email, so visitors can share comments or concerns about accessibility.
- We will ensure feedback can be provided in formats that meet individual accessibility needs, offering feasible options upon request.
- We will respond to feedback in a timely manner when a response is requested.
- We will review feedback regularly to identify opportunities to improve accessibility.

2. Future Improvements

- We will implement and continue improving the accessibility of our website and digital content to meet AODA website accessibility requirements.
- We will consider accessibility enhancements to our employee and public physical spaces, when required or upon request and where feasible.
- We will monitor evolving accessibility standards and identify future improvements as needed.

3. Review Cycle

- We will review this Multi-Year Accessibility Plan at least once every five years, or more frequently if required, to ensure it remains current and aligned with AODA requirements.
- We will update the plan as needed to reflect changes in legislation, organizational practices, or identified accessibility improvements.